

# RECORD TIMES

MARCH  
2019

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A monthly newsletter for employees of the Clerk of the Superior Court's Office



## FYP - For Your Pin-formation

**A listing of who are this year's service pin recipients**

The time of the year has arrived when there is some pin-pointing happening in the Office and it is considered to be a very good thing. The reason why is because the pin-pointing is actually pointing out those who are being honored with special pins for their milestone office anniversaries. Each year, the Office has a tradition of presenting staff special pins for reaching an anniversary of 5, 10, 15, 20, 25, 30 and even 35 years of service. Employees receive a pin from the Clerk of the Court as well as one from Maricopa County. The time to present staff those pins is almost here. During the months of May - June, special ceremonies will be held to present the service pins at the various office locations. This year, there are **69 Clerk of the Court employees**

who will receive pins.

To find out who is being pin-pointed this year, see the list on [pages 3 and 4](#). A list of the dates, times, and locations of the service pin events is on [page 4](#).

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## “Going the extra day”



The expression “going the extra mile” is something frequently heard in the Office as employees strive to provide that type of service to customers. This month and in April, the phrase “going the extra day” could be added to Office’s terminology. The reason being is the Office is opening its doors on five different Saturdays to provide expanded service for customers seeking to purchase a marriage license or process a passport application. This month, two Saturday Service Days were offered.

Following are the results:

- ▶ **Sat., March 9** (Northeast) - **82 passport applications** were processed and **46 marriage licenses** were issued.
- ▶ **Sat., March 16** (Customer Service Center) - **86 passports applications** processed and **25 marriage licenses issued**.

# Clerk Work

**News about the work of the Clerk's Office**

## The full premiere of "Backscan to the Future" is ready

**The last act of the Pre-2002 Record Imaging Project is completed**

In the 1980's, there was a well-known movie called "Back to the Future." It is the story of a young man who travels from 1985 back in time (to the 1950's) and then he has to find a way to get back to the future (1985). This month, the Office completed a monumental, seven-year undertaking that if it were filmed and made into a movie, it could be titled "**Backscan to the Future.**"

The premise of this Clerk production begins in 2012 when the Office started going back in time to scan older case files in order to convert them into digital format that creates an electronic court record (ECR) for the future. A vendor was initially used to accomplish this during the first two years of the project and then in 2014, the Clerk's Office assumed the endeavor. This month, the last act of the Office's seven-year performance was completed with scanning of sealed and confidential documents. In total, **17,635,789 older case documents** have been scanned and are now in electronic format for use today and in the future. Here are a few highlights of the "Backscan to the Future" initiative, which is really called **the Pre-2002 Record Imaging Project:**

**Case Types Backscanned:** **In Adult** - CR, CV, FC, PB, TJ, LC, MH, MS, ST, SW, and TX / **In Juvenile** - AC, JA, JD, JE, JG, JI, JP, JR, JS, and JV. In addition, all sealed documents (Adult and Juvenile) and confidential documents (Adult) as well as any transcripts that weren't already scanned as part of a previous scanning project.

**Current Staff Members Who Were Involved In the Project:** Melanie Fay, Donna Hall, Ruby Davison, Michelle Wolf, Ramon Flores, Anamae Beard, Teresa Stemmons, Joyce Clayborn, Darjana Spudich, Susan Loe, Debra Cooper, Cynthia Ferriegel, Josh Thill, Idella Hamilton, Heline Johnson, Melinda Yelverton, Shaina Comfort, Maria Reyes, Kyoko Higuchi-Mason, Sonja Olmos, Margaret Brickman, Ken Lindler, Asha Parmar, Jasmyne Acevedo, and Annette Young.

**Highlights And Past Photos:** The program received a national achievement award in 2017. At its peak, more than 30 employees were engaged in the effort. The initiative created one of the largest court ECR's in the nation.



The File Room before backscanning.



The File Room today.



Hundreds of boxes containing files line the CSC hallway ready to be scanned in 2013.



Empty shelving units as a result of backscanning in 2013.



A vendor begins the initial backscanning efforts in 2012.



Shelving units being dismantled in 2014.



Stacks of papers being scanned.



Staff in 2017 involved with the Backscan Project.

# CLERK CONNECTION

## The upcoming service pin recipients

The following employees are scheduled to receive a Clerk of the Court and/or Maricopa County service pin. **PLEASE NOTE:** The service pins are for employees who reached their Office anniversary **during the calendar year of 2018.**

### **DOWNTOWN PIN RECIPIENTS**

#### **5 YEARS**

Ashley Aycock  
Muhammad Azam  
Jennifer Cardenas  
Victoria Carrizosa  
David Gunn ★  
Ryan Harris  
Sherry Kristiansen  
Stella Ramirez-Munoz  
Kelly Robinson  
Nancy Rodriguez  
Bridgette Salcido  
Lesa Schaubeck  
Donna Van Nostran

#### **10 YEARS**

Susan Fromm ★  
Kelly Shafer  
Marcelina Tarin  
Wendy Thompson

#### **15 YEARS**

Harriette Bills ★  
Scott Buckman  
Anthony Garcia  
Diana Hoover  
Carrie Montoya  
Josette Serrano  
Dawn Wood

#### **20 YEARS**

Sheryl Brown ★  
Chris Cerrato  
Pam Crawford  
Maria De La Cruz  
Suzanne Lambries  
Debra Merklng  
Rosa Montoya  
Jolene Smyth

#### **25 YEARS**

Steve Greth

#### **30 YEARS**

Patricia Valenzuela ★

### **CUSTOMER SERVICE CENTER PIN RECIPIENTS**

#### **5 YEARS**

Robert Abril  
Appachu Ballachanda  
Carol Carlton  
Donald Christoph  
Andrew Kish

#### **10 YEARS**

Ron Bitterli ★  
David Wolff

#### **15 YEARS**

Ken Shipley

#### **20 YEARS**

Cecilia Alfaro-Arndt  
Francisca Horst  
Dominic Navarro  
Adrian Roberts

#### **25 YEARS**

Jeanette Farrison  
Ruben Trejo

#### **30 YEARS**

Oscar Garcia ★

### **SOUTHEAST PIN RECIPIENTS**

#### **5 YEARS**

Michelle Nelson  
Courtney Smith  
Dionne Swan ★

#### **10 YEARS**

Sena Allen  
Felicia Hutchinson

#### **15 YEARS**

Sharon LaSpaluto  
Sharon Szakacs

#### **20 YEARS**

Angela Orrala

#### **25 YEARS**

Carrie Gerhardt  
Sonia Hernandez  
Teresa Robinson

**The list of Clerk of Court employees receiving service pins at Durango Juvenile, Northwest, and at Northeast are provided on the next page.**





# CLERK CONNECTION

## Continued from page 3 – The service pin recipients

The following employees are scheduled to receive a Clerk of the Court and/or Maricopa County service pin. **PLEASE NOTE:** The service pins are for employees who reached their Office anniversary **during the calendar year of 2018.**

### DURANGO JUVENILE PIN RECIPIENTS

#### 5 YEARS

Jamie Govoni  
Rachel Holka



#### 15 YEARS

Rosalie Cabrera-Razo

### NORTHWEST PIN RECIPIENTS

#### 5 YEARS

Katherine Summers

#### 10 YEARS

Valerie Stevens



### NORTHEAST PIN RECIPIENTS

#### 5 YEARS

Katherine Hartley  
Tracy McMillian

#### 20 YEARS

Wendi Tenover

### NORTHEAST Continued



#### 30 YEARS

Loretta Carlson



## Where and when the Office recognition events will be

The following are the dates, times, and locations that the **2018 Service Pins/CASE Award** ceremonies will be held at each Office location this year.

- May 8 - Durango Juvenile / 12:15 p.m. / Large Conference Room #1164
- May 16 - Northeast / 12:15 p.m. / Jury Room
- May 22 - Southeast / 12:15 p.m. / Saguaro Room @ SE Juvenile
- May 30 - Northwest / 12:15 p.m. / Office Area behind the File Counter
- June 6 - Downtown / 12:15 p.m. / Supervisors' Auditorium
- June 11 - Customer Service Center / 12:15 p.m. / 1st Floor Break Room



## Celebrating over 900 years of experience

This year, **69** Clerk of the Court employees are receiving a service pin from the Clerk's Office and/or from Maricopa County. These employees represent a total of **905 years** of experience. The record amount of service pins distributed occurred eight years ago when 135 employees, totalling 1,395 years of experience were recognized.



# The Office Bulletin Board

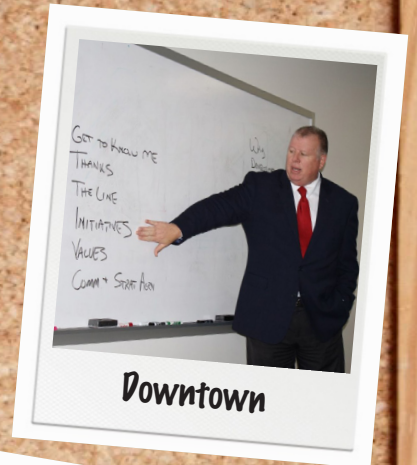
Snap shots from the Meet and Greet Sessions with Jeff Fine this month



Northeast



Downtown



Downtown



South Court Tower



Customer Service Center



Southeast Adult



Hello



Durango Juvenile



South Court Tower



Downtown

Nice to meet you



Northeast

Thank you for coming to the Meet and Greet!



# The Office Bulletin Board

Snap shots from the Meet and Greet Sessions with Jeff Fine this month



Glad you came!



South Court Tower



Downtown



Downtown



Customer Service Center



Southeast Adult



Northeast



Southeast Adult



Durango Juvenile

Photos of Southeast Juvenile and Northwest will appear in the April Record Times

Welcome!



Customer Service Center

# Timely Service

**Timely Service** - A section of recent email messages, notes, phone calls, and letters about Clerk employees who provided *timely service*.



## CO-WORKER COMPLIMENTS

**From:** **Lori Fiscus**

**To:** **The COSC HR Team**

"I've been a part of the **COSC HR team** for almost a year and I appreciate each and every one of you for the training, support, challenges and fun we've had along the way. You each have unique talents that make our team stronger. I'm honored to be a part of your team and I am excited for the future."

**From:** **Charlotte Concholar**

**About:** **Christopher Kilgus and Akin Matthews**

"I would like to say a BIG thank you to my co-workers in Exhibits, **Christopher Kilgus** and **Akin Matthews**, for always being there for me when needed. They are AWESOME. I am truly grateful for all that they do and more."

**From:** **Kristin Venable**

**About:** **Gene Yamamoto**

"I want to thank **Gene** for his assistance with escorting and directing the card reader contractors at the South Court Tower. With his help, we were able to have all Office readers changed out seamlessly and ahead of schedule."

## CUSTOMER COMPLIMENTS

**About:** **Michelle Messmer**

A customer sent an email to the Office to share his appreciation for the wonderful service that SEA Filing Counter's **Michelle Messmer** provided to him. He said, "I want to tell you that the clerk (Michelle) was fantastic. We had a handful of papers and she went thru our paper work and explained everything in detail. What a pleasure to deal with her. She made it

easy for us. More important, she greeted us with a smile and a how can I help you."

**About:** **Annette Ortiz**

Marriage Licenses/Passports/Support Services Supervisor Cheryl Marzella received an email not long ago from a very happy customer. The customer had been helped by **Annette Ortiz** in Support Services over the phone. The customer wrote, "I had a very positive experience with one of your employees earlier today. Annette was very pleasant and courteous during our telephone exchange. She was able to provide me with exactly what I needed in a very expeditious manner. I am hoping that all of your employees are as helpful as Annette, but if not, she should be used as an example for great customer service."



**About:** **Edith Witherspoon**

**Edith Witherspoon** in the Customer Service Center's Support Services Unit recently received an email with a nice compliment from a customer she assisted. The customer wrote, "I just wanted to thank you for the amazing customer service you and your department extended to me today with my request for certified copies. The public sometimes has the wrong impression of 'government customer service,' but I can confirm that I could not have been more pleased with how I was helped today. Thank you again!"



# The HR BUZZ

News from the Clerk of the Court's Office Human Resources Team

## Employee Evaluations – the New REVIEWSNAP

Welcome to the COSC annual evaluation cycle! In March, we introduced the updated Reviewsnap platform. By now, all employees should have received an email welcoming them to the new platform. If you have not, please make sure to contact HR Specialist, **Amy Echols** at 372-3675 or via email at [EcholsA@cosc.maricopa.gov](mailto:EcholsA@cosc.maricopa.gov).



The next step is to advertise your COSC accomplishments and contributions during the past year (April 1, 2018 – March 31, 2019) by completing your self-evaluation. Please login to Reviewsnap to complete your self-evaluation before April 12, 2019. This will help move things along as there are multiple steps in the evaluation process. Please ensure you email your supervisor once you have completed your self-evaluation.

If you need guidance to complete your self-evaluation, resources are available on the COCWeb. Happy reviewing!

## How to report any office/employees news and stories

If you have any Office news and/or success stories within your department that you think would be great to communicate on the Clerk of the Court's Facebook, Twitter, website, *The Brief*, or the *Record Times* please send that information to the Communication Office's **Tiarra Earls-Haas** via email or phone (602-506-0907) or to **Len Keso** (602-506-6114).

Specifically for *The Brief* (a monthly publication for the legal community), topics of interest include matters such as filing, forms, procedure changes, statistics, departmental achievements, and anything else that is helpful for the legal community to know. Please send these items directly to Tiarra.

Specifically, for the *Record Times*, topics of interest include:

- Commendations or thank you's to your co-workers;
- Births or marriages in your office area;
- Employee graduations;
- Employee transfers;
- Departmental special achievements;
- A photo of co-workers together at work, or a photo of yourself on vacation with the newsletter.

Send these news items directly to Len.





# County Clips

News clips from Maricopa County



## There will be paddle power on April 6

The Maricopa County Parks Department is hosting an event that is guaranteed to be Pleasant...that's because it is actually being held at Lake Pleasant. The event is the **10th Annual Lake Pleasant Paddlefest** and it is occurring on Saturday, April 6 from 8 a.m. to 5 p.m. at the Lake Pleasant Regional Park's Fireman's Cove Area. Visitors of all ages are invited to come to the event to try a kayak, canoe, stand-up paddle board, or a raft. The only cost of the event is the park entrance fee of \$6. Loaner life jackets will be available. There also will be several other activities planned throughout the day. Visit the [Paddlefest site](#) for more information.



## There will be pedal power on April 17



The 17th will be the day for the 14th ... the **14th Annual City/County/State Bike to Work Day**. On Wednesday, April 17, the City of Phoenix, Maricopa County, and the State of Arizona are sponsoring a three-mile Bike to Work Day. The bicycle ride and light breakfast will be held in downtown Phoenix. Participants may choose to meet at Park Central Mall (3100 N. Central Ave.) between 6:30 - 7:00 a.m. for a police-escorted ride to CityScape (1 E. Washington) or bicycle directly to CityScape. Participants need to bring their own bike. Participants who

pre-register by April 12 will receive a t-shirt and are eligible to enter a drawing for prizes. Registered participants are also invited to enjoy a light breakfast. Bicycle racks will be provided at CityScape for guests to park and lock their bikes while they enjoy their breakfast.

The City, County, and the State are supporting the bike ride as a healthy, and fun transportation alternative and are encouraging staff to participate. This is a "green" event so all bicyclists are encouraged to bring their own water bottles. Water for refilling bottles will be available at Park Central and CityScape – no disposable bottles will be provided. Volunteers will be on hand to promote health, fitness, safety, bicycle commuting, clean air, and more.

The goal of the day is to inspire citizens to increase their fitness and decrease pollution. For more information about Bike to Work Day and/or to register, you may visit their [site](#).



# Employee Spotlight

## This Month: Pam Crawford



**Job Title:** Appeals Team Lead

**How Many Years Have You Worked For The Office:** 20 years

**Something You Enjoy About Your Job:** the people I work with.

**What Are Some Of Your Responsibilities:** Handing out daily work, stats, auditing, phones, processing cases for the appellate courts.

**Your First Job:** I worked at Burger King

**Hometown:** Modesto, California

**What Is Something Memorable That You Have Done:** Going to the races with my dad and walking the race track.

**A Hobby/Special Collection or Favorite Activity:** Mostly anything with crafts or sewing. I collect Hot Wheels and anything Winnie the Pooh.

**Best Vacation Spot:** Anywhere up in Northern Arizona in the Spring.

**Favorite Place to Eat Out:** Pete's Fish and Chips

**Favorite Meal:** Anything out of the water...I love all seafood!

**Favorite Sports Team or Sport:** Football: Chicago Bears / Baseball: New York Mets / Basketball: Phoenix Suns / Racing: Kyle Bush #18

**Someone You Would Like to Meet:** There are a few people...Kyle Bush, Jodie Foster, and Julia Roberts.

**Your Favorite TV Show or Movie:** *This Is Us* and *New Amsterdam*

**Your Favorite TV Show When Growing Up:** *The Dukes of Hazzard*, *The Love Boat*, and any Disney show.

**Something You Are Proud Of:** Getting my Associate of Arts degree in Communications.

**If Given A Chance, What Would You Like To Do For A Day:** Go fishing up in Northern Arizona.

**What Is Something On Your Bucket List:** To go down to the bottom of the Grand Canyon on mules, stay for a few days, and then come up the same way.

**What Advice Do You Have For A New Employee:** Be patient, take one day at a time. There is a lot to learn.

**What Do You Like Most About This Office:** Being able to help people.

**A Favorite Quote:** "Learning is not attained by chance, it must be sought for with ardor and attended to with diligence," by Abigail Adams

**What do you like to do in your spare time:** Read, crafts, and watch a good movie.

**What Is Your Dream Car:** A very large 4-door Ford truck that is root beer brown.

**Do You Have A Favorite Animal:** I love dogs and cats.

**What Is Your Favorite Fruit and/or Vegetable and Least Favorite:** My favorite fruit is oranges and least favorite is mango. For vegetables, I like corn and dislike carrots.

**A Pet Peeve:** Disrespectful people

**Who Would You Like To See In Concert:** There are too many that I want to see.

**Who Has Been The Most Influential Person In Your Life And Why:** My foster mom Leta; she taught me to respect others, be kind to everyone, and help others.

**Three Business Skills You Think Are Important:** Must respect all, be able to communicate well, and know how to listen.

**Do You Have Any Hidden Talents:** I can make most people laugh or at least smile.

**Best Advice Someone Has Given You:** Listen with your ears and eyes...learning will come a step at a time.



# The Inside Track

## on Employee News

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### OFFICE ANNIVERSARIES

The following Clerk of Court employees celebrate a milestone anniversary with the Office this month:

**20 YEARS - Charlotte Concholar**

**15 YEARS - Catherine Diaz, Sarah Dignard, and Tiffany Galindo**

**5 YEARS - Sam Gomez and Dawn Kub**

### NEW EMPLOYEES

The Clerk of the Superior Court's Office welcomes the following new employees:

- **Courtroom Clerks - Sondra Thompson, Heather LeMaitre, and Lorie Stroud**
- **Customer Service Center Marriage Licenses and Passports - Magda Martinez**
- **Northeast Marriage Licenses and Passports - Sarah Montuori**
- **Southeast Marriage Licenses and Passports - JoAnne Jennings**
- **Technology Innovation Strategist - Aaron Judy**

### EMPLOYEE HONORS

Public Records Manager **Donna Hall** (right) was presented a special plaque this month by Administrator Melanie Faye (left) in appreciation of her commitment, leadership and outstanding service in guiding the Office across the finish line of the seven-year long **Pre-2002 Case Record Imaging Project** (as detailed on page 2 - **Backscan to the Future**). Donna led the huge undertaking from beginning to the end, which resulted in **58,392,664 individual pages** (contained within over 17 million documents) being backscanned and converted into an electronic image.



### EMPLOYEE APPRECIATION



Earlier this month, an Employee Appreciation Luncheon was held for the Downtown Criminal Courtroom Clerks and Specialists. It was held to recognize them for their outstanding teamwork and flexibility in ensuring that all of the criminal clerks are covered every day, as well to recognize their high quality work and professionalism. Clerk of the Court Jeff Fine (seen in the photo up front) spoke at the luncheon to express his gratitude for their excellent performance.

# Discover

## Office Discoveries - A Special Feature: The World of Andy Rodriguez

### No question about who has the answer

If the Clerk's Office could create its own customer service super hero, **Andy Rodriguez** would be the clear choice to fill the role as "Answer Man." During his 34 years with the Office, he has answered more questions from customers than any other employee in the more than 100+ year history of the Office. A considerable amount of those questions were answered during his 12 years serving at the Information Desk in the Central Court lobby. On an average day, he answered several hundred questions. For the past seven years, he has worked at the Downtown File Counter Service Desk where he daily answers a high volume of questions from customers.

"Answering questions has always been a daily part of my job," Andy said. "I like it. It brings great satisfaction to assist people and answer the questions they have."

Prior to these two Service Desk Information positions, he worked in various other Office areas where answering customer questions was a key part of the job. In addition, countless employees have gone and continue to go to him to get a question answered.

"Andy is so good at answering so many different questions for customers and employees," Filing Counter Lead Anna Valenzuela said. "He knows a lot and does a great job sharing that information with others in order to help them. If he doesn't know an answer, he will go out of his way to find out an answer."

Andy says he does get asked a gamut of questions everyday from probation, to juvenile, to civil and family court matters, about divorce and why is it so hard, about court forms, how to use Qmatic, to even where is a good place to eat, and the most common question... "where's the restroom." He says he even gets asked questions from people who are actually customers of other places. "I often get asked questions about municipal court, the justice courts, and county departments from those people who are in the wrong place."

Anna said when he does get asked a question about another area, "he'll do research and provide them with addresses or phone numbers to the different agencies or courts so they leave with some kind of answer instead of the, *we don't know, it's not our area.*"

One memorable question he got from time to time at the Central Court Information Desk was people asking who the person in the portrait behind him was. "A few people thought it could be Little Debbie, the icon from the snack food corporation," Andy said. It was actually Sandra Day O'Connor, who once was a Maricopa County Superior Court judge and later on became a U.S. Supreme Court Justice.

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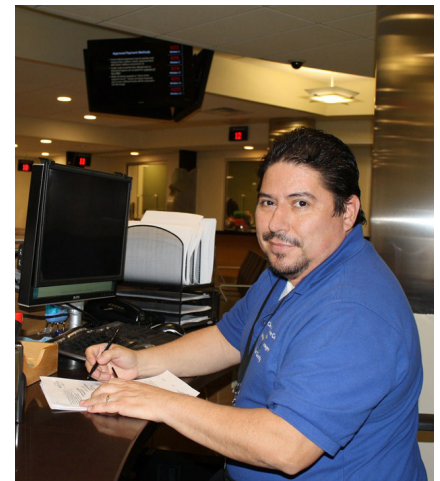
"I like helping people get to where they need to go."

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No matter the question, Andy says, "I really, really enjoy helping people get the information they need. I like helping people get to where they need to go."

Andy isn't saving the world like a comic super hero, but he is saving people here in the court from having less stress, from avoiding delays, and from being uncertain about something. He is helping things run more efficiently through his informative words, which helps everyone in the Court World.

At the Clerk's Office, Andy is a customer service superhero. He is "Answer Man Andy," someone who can answer a question in a single sentence, respond faster than Google, leap over hurdles to find out what a person needs to know, and lift a person's spirit with his friendly smile.



# Special Features

## Where in the world has the Record Times been?



### The newsletter cruises to another country

Each month, employees are invited to submit photos of themselves with the newsletter while they are on vacation. Last month, the newsletter was seen with an employee who was in Kansas. This month, the newsletter is “not in Kansas anymore.”

Pictured to the left is Criminal Financial Obligations' **Cyndie Rego**, who was in Belize during a cruise she recently took. She said the weather, people, and scenery were all beautiful. She added that she wishes she could retire there.

**You may submit a photo** of yourself with the *Record Times* at any time. To submit a photo: **1)** Print the newsletter front page; **2)** Take a photo(s) with the page during your vacation (horizontal format is preferred); **3)** Email the photo to Len Keso with your name, department, and a description of the photo, along with any other interesting details of the photo/vacation. Anyone who submits a photo, will receive a Maricopa County lapel pin (pictured here).



## VOTE for the All-Time Best Newsletter/Employee Photos Ever Taken

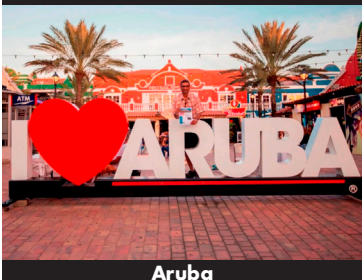
A little over a year ago, weekly Office emails titled “Times Gone By” were sent to staff showing the top photos of employees on vacation posing with the newsletter since the photo feature began in 1998. The photos were categorized by similarities and all employees were invited to vote for their favorite ones. Over the past year, the top two photos employees voted on in each category were highlighted in the newsletter.

### Now, to find out which photos are the overall best -

All of the pictures that have been featured as the best by category are now going to compete against one another. They have been organized by geographical location to make it easier for employees to vote on so that it can be determined which photos are the **best of the best ever taken**. This month, the top photos voted on by employees were organized into THE SOUTH OF HERE REGION.

**\*\*View the photos below and send in your vote via email listing your favorite one\*\***

### Vote for your favorite via email (to Len Keso) - This Month: The South of Here Region



Aruba



Bahamas



Costa Rica 1



Costa Rica 2

#### PLEASE NOTE:

The photo above in **Belize** is also eligible to be voted on for this contest.